# Enterprise Incident Report July 2012

## As of 8/1/2012

**Transportation**

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

**Top Number - Total Incidents**
**Bottom Number - First Contact Resolution**

| Customer Company | Assigned Group | Assigned to Individual | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Transportation | Application Services | Dustin Crump | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Martin Gonzalez | 0 0 | 0 0 | 2 2 | 2 2 |
| | | Paul Lundell | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Tony Larsen | 0 0 | 1 0 | 1 0 | 2 0 |
| | | **Assigned to Individual Total** | 0 0 | 5 0 | 3 2 | 8 2 |
| | Help Desk | Brenda Treadway | 0 0 | 1 1 | 0 0 | 1 1 |
| | | Eileen Dubach | 0 0 | 1 1 | 0 0 | 1 1 |
| | | James Stearns | 0 0 | 5 4 | 0 0 | 5 4 |
| | | Julie VanBeekum | 0 0 | 1 1 | 0 0 | 1 1 |
| | | Vicky Marrelli | 0 0 | 2 2 | 0 0 | 2 2 |
| | | **Assigned to Individual Total** | 0 0 | 10 9 | 0 0 | 10 9 |

**Transportation**

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Transportation | Metro C Help Desk | Diane Christensen | 0<br>0 | 15<br>14 | 0<br>0 | 15<br>14 |
| | | Karen Gross | 0<br>0 | 29<br>26 | 0<br>0 | 29<br>26 |
| | | **Assigned to Individual Total** | 0<br>0 | 44<br>40 | 0<br>0 | 44<br>40 |
| | Metro C Hosting | Jason Wihongi | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Metro C West Desktop Support | Bill Hall | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Cody Flanders | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Hal Wold | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Jeff Bench | 0<br>0 | 25<br>25 | 0<br>0 | 25<br>25 |
| | | Mike Larsen | 0<br>0 | 11<br>8 | 0<br>0 | 11<br>8 |
| | | Shane Squire | 0<br>0 | 9<br>2 | 0<br>0 | 9<br>2 |
| | | Shellie Ramsay | 0<br>0 | 7<br>5 | 0<br>0 | 7<br>5 |
| | | **Assigned to Individual Total** | 0<br>0 | 58<br>41 | 0<br>0 | 58<br>41 |
| | Network Operations | Cory Greenwell | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

**Transportation**

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Transportation | Network Operations | Jesse Fausett | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Rural Central Desktop Support | Jeremy Standifird | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Randy Graham | 0<br>0 | 15<br>15 | 0<br>0 | 15<br>15 |
| | | Richard Packer | 0<br>0 | 14<br>10 | 0<br>0 | 14<br>10 |
| | | **Assigned to Individual Total** | 0<br>0 | 31<br>25 | 0<br>0 | 31<br>25 |
| | Rural North Desktop Support | Lori Hartzell | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Robert Stock | 1<br>0 | 17<br>15 | 0<br>0 | 18<br>15 |
| | | Rodney Peterson | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | **Assigned to Individual Total** | 1<br>0 | 21<br>16 | 0<br>0 | 22<br>16 |
| | Rural South Desktop Support | Doug Chaston | 0<br>0 | 13<br>13 | 0<br>0 | 13<br>13 |
| | | Doug Thornton | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Joel Finlinson | 0<br>0 | 64<br>62 | 0<br>0 | 64<br>62 |
| | | Lance Nay | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |

**Transportation**

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Transportation | Rural South Desktop Support | Scott Jesienouski | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 81<br>78 | 0<br>0 | 81<br>78 |
| | Technical Lead/Project Manager | Martin Gonzalez | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Voice Operations | Gail Christiansen | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Romanza Hamblin Sorensen | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | Voice/Data/WAN Services | Greg Blessing | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Spencer Blodgett | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | **Assigned Group Total** | | 1<br>0 | 266<br>210 | 3<br>2 | 270<br>212 |
| **Customer Company Total** | | | 1<br>0 | 266<br>210 | 3<br>2 | 270<br>212 |

# Enterprise Incident Report July 2012

## As of 8/1/2012

**Transportation**

## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Inital Response | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | | | High | Low | Medium | MIR Total |
| Transportation | Application Services | Dustin Crump | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Martin Gonzalez | 0 0 | 0 0 | 2 0 | 2 0 |
| | | Paul Lundell | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Tony Larsen | 0 0 | 1 0 | 1 0 | 2 0 |
| | | **Assigned to Individual Total** | 0 0 | 5 0 | 3 0 | 8 0 |
| | Help Desk | Brenda Treadway | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Eileen Dubach | 0 0 | 1 0 | 0 0 | 1 0 |
| | | James Stearns | 0 0 | 5 0 | 0 0 | 5 0 |
| | | Julie VanBeekum | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Vicky Marrelli | 0 0 | 2 0 | 0 0 | 2 0 |
| | | **Assigned to Individual Total** | 0 0 | 10 0 | 0 0 | 10 0 |

**Transportation**

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Transportation | Metro C Help Desk | Diane Christensen | 0<br>0 | 15<br>1 | 0<br>0 | 15<br>1 |
| | | Karen Gross | 0<br>0 | 29<br>1 | 0<br>0 | 29<br>1 |
| | | **Assigned to Individual Total** | 0<br>0 | 44<br>2 | 0<br>0 | 44<br>2 |
| | Metro C Hosting | Jason Wihongi | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Metro C West Desktop Support | Bill Hall | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Cody Flanders | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Hal Wold | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Jeff Bench | 0<br>0 | 25<br>0 | 0<br>0 | 25<br>0 |
| | | Mike Larsen | 0<br>0 | 11<br>0 | 0<br>0 | 11<br>0 |
| | | Shane Squire | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Shellie Ramsay | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 58<br>0 | 0<br>0 | 58<br>0 |
| | Network Operations | Cory Greenwell | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

## Transportation

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Transportation | Network Operations | Jesse Fausett | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Rural Central Desktop Support | Jeremy Standifird | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Randy Graham | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| | | Richard Packer | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 31<br>0 | 0<br>0 | 31<br>0 |
| | Rural North Desktop Support | Lori Hartzell | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Robert Stock | 1<br>0 | 17<br>0 | 0<br>0 | 18<br>0 |
| | | Rodney Peterson | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | **Assigned to Individual Total** | 1<br>0 | 21<br>1 | 0<br>0 | 22<br>1 |
| | Rural South Desktop Support | Doug Chaston | 0<br>0 | 13<br>0 | 0<br>0 | 13<br>0 |
| | | Doug Thornton | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Joel Finlinson | 0<br>0 | 64<br>0 | 0<br>0 | 64<br>0 |
| | | Lance Nay | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

## Transportation

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Transportation | Rural South Desktop Support | Scott Jesienouski | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 81<br>0 | 0<br>0 | 81<br>0 |
| | Technical Lead/Project Manager | Martin Gonzalez | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Voice Operations | Gail Christiansen | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Romanza Hamblin Sorensen | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | Voice/Data/WAN Services | Greg Blessing | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Spencer Blodgett | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | **Assigned Group Total** | | 1<br>0 | 266<br>3 | 3<br>0 | 270<br>3 |
| **Customer Company Total** | | | 1<br>0 | 266<br>3 | 3<br>0 | 270<br>3 |

**Transportation**

## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number -Average time in hours | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | | | High | Low | Medium | ATTIR Total |
| Transportation | Application Services | Dustin Crump | 0 0.00 | 3 0.23 | 0 0.00 | 3 0.23 |
| | | Martin Gonzalez | 0 0.00 | 0 0.00 | 2 0.15 | 2 0.15 |
| | | Paul Lundell | 0 0.00 | 1 0.15 | 0 0.00 | 1 0.15 |
| | | Tony Larsen | 0 0.00 | 1 0.52 | 1 0.55 | 2 0.54 |
| | | **Assigned to Individual Total** | 0 0.00 | 5 0.27 | 3 0.28 | 8 0.27 |
| | Help Desk | Brenda Treadway | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Eileen Dubach | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | James Stearns | 0 0.00 | 5 0.06 | 0 0.00 | 5 0.06 |
| | | Julie VanBeekum | 0 0.00 | 1 0.06 | 0 0.00 | 1 0.06 |
| | | Vicky Marrelli | 0 0.00 | 2 0.42 | 0 0.00 | 2 0.42 |
| | | **Assigned to Individual Total** | 0 0.00 | 10 0.12 | 0 0.00 | 10 0.12 |

**Transportation**

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Transportation | Metro C Help Desk | Diane Christensen | 0<br>0.00 | 15<br>0.14 | 0<br>0.00 | 15<br>0.14 |
| | | Karen Gross | 0<br>0.00 | 29<br>0.06 | 0<br>0.00 | 29<br>0.06 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 44<br>0.09 | 0<br>0.00 | 44<br>0.09 |
| | Metro C Hosting | Jason Wihongi | 0<br>0.00 | 1<br>0.84 | 0<br>0.00 | 1<br>0.84 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>0.84 | 0<br>0.00 | 1<br>0.84 |
| | Metro C West Desktop Support | Bill Hall | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | Cody Flanders | 0<br>0.00 | 2<br>0.10 | 0<br>0.00 | 2<br>0.10 |
| | | Hal Wold | 0<br>0.00 | 2<br>0.06 | 0<br>0.00 | 2<br>0.06 |
| | | Jeff Bench | 0<br>0.00 | 25<br>0.00 | 0<br>0.00 | 25<br>0.00 |
| | | Mike Larsen | 0<br>0.00 | 11<br>0.01 | 0<br>0.00 | 11<br>0.01 |
| | | Shane Squire | 0<br>0.00 | 9<br>0.23 | 0<br>0.00 | 9<br>0.23 |
| | | Shellie Ramsay | 0<br>0.00 | 7<br>0.05 | 0<br>0.00 | 7<br>0.05 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 58<br>0.05 | 0<br>0.00 | 58<br>0.05 |
| | Network Operations | Cory Greenwell | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |

**Transportation**

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Transportation | Network Operations | Jesse Fausett | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | Randy Graham | 0<br>0.00 | 15<br>0.00 | 0<br>0.00 | 15<br>0.00 |
| | | Richard Packer | 0<br>0.00 | 14<br>0.00 | 0<br>0.00 | 14<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 31<br>0.00 | 0<br>0.00 | 31<br>0.00 |
| | Rural North Desktop Support | Lori Hartzell | 0<br>0.00 | 1<br>0.98 | 0<br>0.00 | 1<br>0.98 |
| | | Robert Stock | 1<br>0.77 | 17<br>0.00 | 0<br>0.00 | 18<br>0.04 |
| | | Rodney Peterson | 0<br>0.00 | 3<br>0.66 | 0<br>0.00 | 3<br>0.66 |
| | | **Assigned to Individual Total** | 1<br>0.77 | 21<br>0.14 | 0<br>0.00 | 22<br>0.17 |
| | Rural South Desktop Support | Doug Chaston | 0<br>0.00 | 13<br>0.00 | 0<br>0.00 | 13<br>0.00 |
| | | Doug Thornton | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Joel Finlinson | 0<br>0.00 | 64<br>0.00 | 0<br>0.00 | 64<br>0.00 |
| | | Lance Nay | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |

**Transportation**

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Transportation | Rural South Desktop Support | Scott Jesienouski | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 81<br>0.00 | 0<br>0.00 | 81<br>0.00 |
| | Technical Lead/Project Manager | Martin Gonzalez | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | Voice Operations | Gail Christiansen | 0<br>0.00 | 1<br>0.23 | 0<br>0.00 | 1<br>0.23 |
| | | Romanza Hamblin Sorensen | 0<br>0.00 | 9<br>0.27 | 0<br>0.00 | 9<br>0.27 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 10<br>0.27 | 0<br>0.00 | 10<br>0.27 |
| | Voice/Data/WAN Services | Greg Blessing | 0<br>0.00 | 1<br>0.09 | 0<br>0.00 | 1<br>0.09 |
| | | Spencer Blodgett | 0<br>0.00 | 1<br>0.43 | 0<br>0.00 | 1<br>0.43 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 2<br>0.26 | 0<br>0.00 | 2<br>0.26 |
| | **Assigned Group Total** | | 1<br>0.77 | 266<br>0.06 | 3<br>0.28 | 270<br>0.07 |
| **Customer Company Total** | | | 1<br>0.77 | 266<br>0.06 | 3<br>0.28 | 270<br>0.07 |

# Enterprise Incident Report July 2012

## As of 8/1/2012

**Transportation**

## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Resolution | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | | | High | Low | Medium | MR Total |
| Transportation | Application Services | Dustin Crump | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Martin Gonzalez | 0 0 | 0 0 | 2 0 | 2 0 |
| | | Paul Lundell | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Tony Larsen | 0 0 | 1 0 | 1 0 | 2 0 |
| | | **Assigned to Individual Total** | 0 0 | 5 0 | 3 0 | 8 0 |
| | Help Desk | Brenda Treadway | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Eileen Dubach | 0 0 | 1 0 | 0 0 | 1 0 |
| | | James Stearns | 0 0 | 5 0 | 0 0 | 5 0 |
| | | Julie VanBeekum | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Vicky Marrelli | 0 0 | 2 0 | 0 0 | 2 0 |
| | | **Assigned to Individual Total** | 0 0 | 10 0 | 0 0 | 10 0 |

## Transportation

|  |  |  | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Transportation | Metro C Help Desk | Diane Christensen | 0<br>0 | 15<br>2 | 0<br>0 | 15<br>2 |
|  |  | Karen Gross | 0<br>0 | 29<br>0 | 0<br>0 | 29<br>0 |
|  |  | **Assigned to Individual Total** | 0<br>0 | 44<br>2 | 0<br>0 | 44<br>2 |
|  | Metro C Hosting | Jason Wihongi | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
|  |  | **Assigned to Individual Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
|  | Metro C West Desktop Support | Bill Hall | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
|  |  | Cody Flanders | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
|  |  | Hal Wold | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
|  |  | Jeff Bench | 0<br>0 | 25<br>5 | 0<br>0 | 25<br>5 |
|  |  | Mike Larsen | 0<br>0 | 11<br>0 | 0<br>0 | 11<br>0 |
|  |  | Shane Squire | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
|  |  | Shellie Ramsay | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
|  |  | **Assigned to Individual Total** | 0<br>0 | 58<br>5 | 0<br>0 | 58<br>5 |
|  | Network Operations | Cory Greenwell | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

**Transportation**

| | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Transportation | Network Operations | Jesse Fausett | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Rural Central Desktop Support | Jeremy Standifird | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Randy Graham | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| | | Richard Packer | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0 |
| | | **Assigned to Individual Total** | 0<br>0 | 31<br>0 | 0<br>0 | 31<br>0 |
| | Rural North Desktop Support | Lori Hartzell | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Robert Stock | 1<br>0 | 17<br>0 | 0<br>0 | 18<br>0 |
| | | Rodney Peterson | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **Assigned to Individual Total** | 1<br>0 | 21<br>0 | 0<br>0 | 22<br>0 |
| | Rural South Desktop Support | Doug Chaston | 0<br>0 | 13<br>0 | 0<br>0 | 13<br>0 |
| | | Doug Thornton | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Joel Finlinson | 0<br>0 | 64<br>0 | 0<br>0 | 64<br>0 |
| | | Lance Nay | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

## Transportation

| | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|
| Transportation | Rural South Desktop Support | Scott Jesienouski | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 81 0 | 0 0 | 81 0 |
| | Technical Lead/Project Manager | Martin Gonzalez | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 1 0 | 0 0 | 1 0 |
| | Voice Operations | Gail Christiansen | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Romanza Hamblin Sorensen | 0 0 | 9 1 | 0 0 | 9 1 |
| | | **Assigned to Individual Total** | 0 0 | 10 1 | 0 0 | 10 1 |
| | Voice/Data/WAN Services | Greg Blessing | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Spencer Blodgett | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 0 0 | 2 0 | 0 0 | 2 0 |
| | **Assigned Group Total** | | 1 0 | 266 8 | 3 0 | 270 8 |
| **Customer Company Total** | | | 1 0 | 266 8 | 3 0 | 270 8 |

# Enterprise Incident Report July 2012

## As of 8/1/2012

**Transportation**

## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

|  |  |  | **Top Number - Total Incidents** Bottom Number - Average time in hours | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Customer Company** | **Assigned Group** | **Assigned to Individual** | **High** | **Low** | **Medium** | **ATTR Total** |
| Transportation | Application Services | Dustin Crump | 0 0.00 | 3 1.03 | 0 0.00 | 3 1.03 |
|  |  | Martin Gonzalez | 0 0.00 | 0 0.00 | 2 2.07 | 2 2.07 |
|  |  | Paul Lundell | 0 0.00 | 1 0.48 | 0 0.00 | 1 0.48 |
|  |  | Tony Larsen | 0 0.00 | 1 0.53 | 1 0.55 | 2 0.54 |
|  |  | **Assigned to Individual Total** | 0 0.00 | 5 0.82 | 3 1.56 | 8 1.10 |
|  | Help Desk | Brenda Treadway | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
|  |  | Eileen Dubach | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
|  |  | James Stearns | 0 0.00 | 5 0.06 | 0 0.00 | 5 0.06 |
|  |  | Julie VanBeekum | 0 0.00 | 1 0.22 | 0 0.00 | 1 0.22 |
|  |  | Vicky Marrelli | 0 0.00 | 2 0.75 | 0 0.00 | 2 0.75 |
|  |  | **Assigned to Individual Total** | 0 0.00 | 10 0.20 | 0 0.00 | 10 0.20 |

**Transportation**

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Transportation | Metro C Help Desk | Diane Christensen | 0<br>0.00 | 15<br>1.26 | 0<br>0.00 | 15<br>1.26 |
| | | Karen Gross | 0<br>0.00 | 29<br>0.15 | 0<br>0.00 | 29<br>0.15 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 44<br>0.52 | 0<br>0.00 | 44<br>0.52 |
| | Metro C Hosting | Jason Wihongi | 0<br>0.00 | 1<br>0.84 | 0<br>0.00 | 1<br>0.84 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 1<br>0.84 | 0<br>0.00 | 1<br>0.84 |
| | Metro C West Desktop Support | Bill Hall | 0<br>0.00 | 2<br>1.73 | 0<br>0.00 | 2<br>1.73 |
| | | Cody Flanders | 0<br>0.00 | 2<br>0.79 | 0<br>0.00 | 2<br>0.79 |
| | | Hal Wold | 0<br>0.00 | 2<br>1.24 | 0<br>0.00 | 2<br>1.24 |
| | | Jeff Bench | 0<br>0.00 | 25<br>3.69 | 0<br>0.00 | 25<br>3.69 |
| | | Mike Larsen | 0<br>0.00 | 11<br>0.68 | 0<br>0.00 | 11<br>0.68 |
| | | Shane Squire | 0<br>0.00 | 9<br>0.97 | 0<br>0.00 | 9<br>0.97 |
| | | Shellie Ramsay | 0<br>0.00 | 7<br>0.81 | 0<br>0.00 | 7<br>0.81 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 58<br>2.10 | 0<br>0.00 | 58<br>2.10 |
| | Network Operations | Cory Greenwell | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |

# Enterprise Incident Report July 2012

## As of 8/1/2012

**Transportation**

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Transportation | Network Operations | Jesse Fausett | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | 0<br>0.00 | 2<br>0.74 | 0<br>0.00 | 2<br>0.74 |
| | | Randy Graham | 0<br>0.00 | 15<br>0.00 | 0<br>0.00 | 15<br>0.00 |
| | | Richard Packer | 0<br>0.00 | 14<br>0.12 | 0<br>0.00 | 14<br>0.12 |
| | | **Assigned to Individual Total** | 0<br>0.00 | 31<br>0.10 | 0<br>0.00 | 31<br>0.10 |
| | Rural North Desktop Support | Lori Hartzell | 0<br>0.00 | 1<br>0.98 | 0<br>0.00 | 1<br>0.98 |
| | | Robert Stock | 1<br>0.85 | 17<br>2.02 | 0<br>0.00 | 18<br>1.94 |
| | | Rodney Peterson | 0<br>0.00 | 3<br>0.99 | 0<br>0.00 | 3<br>0.99 |
| | | **Assigned to Individual Total** | 1<br>0.85 | 21<br>1.83 | 0<br>0.00 | 22<br>1.78 |
| | Rural South Desktop Support | Doug Chaston | 0<br>0.00 | 13<br>0.00 | 0<br>0.00 | 13<br>0.00 |
| | | Doug Thornton | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Joel Finlinson | 0<br>0.00 | 64<br>0.00 | 0<br>0.00 | 64<br>0.00 |
| | | Lance Nay | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |

**Transportation**

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Transportation | Rural South Desktop Support | Scott Jesienouski | 0 <br> 0.00 | 1 <br> 0.04 | 0 <br> 0.00 | 1 <br> 0.04 |
| | | **Assigned to Individual Total** | 0 <br> 0.00 | 81 <br> 0.00 | 0 <br> 0.00 | 81 <br> 0.00 |
| | Technical Lead/Project Manager | Martin Gonzalez | 0 <br> 0.00 | 1 <br> 0.88 | 0 <br> 0.00 | 1 <br> 0.88 |
| | | **Assigned to Individual Total** | 0 <br> 0.00 | 1 <br> 0.88 | 0 <br> 0.00 | 1 <br> 0.88 |
| | Voice Operations | Gail Christiansen | 0 <br> 0.00 | 1 <br> 0.23 | 0 <br> 0.00 | 1 <br> 0.23 |
| | | Romanza Hamblin Sorensen | 0 <br> 0.00 | 9 <br> 1.74 | 0 <br> 0.00 | 9 <br> 1.74 |
| | | **Assigned to Individual Total** | 0 <br> 0.00 | 10 <br> 1.59 | 0 <br> 0.00 | 10 <br> 1.59 |
| | Voice/Data/WAN Services | Greg Blessing | 0 <br> 0.00 | 1 <br> 0.60 | 0 <br> 0.00 | 1 <br> 0.60 |
| | | Spencer Blodgett | 0 <br> 0.00 | 1 <br> 0.88 | 0 <br> 0.00 | 1 <br> 0.88 |
| | | **Assigned to Individual Total** | 0 <br> 0.00 | 2 <br> 0.74 | 0 <br> 0.00 | 2 <br> 0.74 |
| | **Assigned Group Total** | | 1 <br> 0.85 | 266 <br> 0.80 | 3 <br> 1.56 | 270 <br> 0.81 |
| **Customer Company Total** | | | 1 <br> 0.85 | 266 <br> 0.80 | 3 <br> 1.56 | 270 <br> 0.81 |

## Transportation

Detail

| INC000000477746 | Keith Oman | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Closed | TTR Missed: No | 0.78 |
| INC000000539494 | Tammy Pugmire | Application | None | Novell GroupWise | | TIR Missed: No | 0.52 |
| | Application Services | Tony Larsen | Transportation | Low | Resolved | TTR Missed: No | 0.53 |
| INC000000539737 | Lisa Miller | Application | None | Gmail | | TIR Missed: No | 0.00 |
| | Technical Lead/Project Manager | Martin Gonzalez | Transportation | Low | Closed | TTR Missed: No | 0.88 |
| INC000000540684 | Devin Routson | Telecom | CrossTalk/Noise/Static | Telephone | | TIR Missed: No | 0.04 |
| | Voice Operations | Romanza Hamblin Sorensen | Transportation | Low | Closed | TTR Missed: No | 1.31 |
| INC000000541204 | Patrick Cowley | Mobile Devices | Error | None | | TIR Missed: No | 0.10 |
| | Application Services | Dustin Crump | Transportation | Low | Closed | TTR Missed: No | 0.30 |
| INC000000541352 | Rick R Johnson | Telecom | CrossTalk/Noise/Static | Telephone | | TIR Missed: No | 0.17 |
| | Voice Operations | Romanza Hamblin Sorensen | Transportation | Low | Closed | TTR Missed: No | 0.43 |
| INC000000541645 | Eric Hansen | Application | Error | ArcInfo | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | |
| INC000000542048 | Jose Rodriguez | Network | Error | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542072 | Craig Keith | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: Yes | 6.54 |
| INC000000542079 | Sovann Ok | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542125 | Michael J Evans | Application | Error | Novell GroupWise | | TIR Missed: No | 0.55 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Closed | TTR Missed: No | 0.62 |
| INC000000542207 | Mary Watson | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: No | 5.07 |
| INC000000542209 | Beth Iba | Application | None | ProjectWise | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542245 | Kelly Burns | Application | None | Microsoft Windows XP Professic | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542311 | Shane Barr | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Diane Christensen | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542343 | Shane Barr | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Diane Christensen | Transportation | Low | Closed | TTR Missed: No | 0.00 |

**Transportation**

| INC000000542408 | Scott Nussbaum | PC/Laptop | Hardware | None | | TIR Missed: No | 0.98 |
|---|---|---|---|---|---|---|---|
| Rural North Desktop Support | Lori Hartzell | Transportation | Low | Closed | TTR Missed: No | 0.98 |

| INC000000542436 | Daryl Lewis | Application | Error | Project Development Business ‹ TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000542442 | Randy Obray | Application | Error | Citrix ICA Client | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000542447 | Ted Madden | Application | Error | Mozilla Firefox | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000542514 | James Beers | None | None | None | TIR Missed: No | 0.55 |
|---|---|---|---|---|---|
| Application Services | Tony Larsen | Transportation | Medium | Closed | TTR Missed: No | 0.55 |

| INC000000542527 | Rhett Arnell | Application | Reporting | ProjectWise | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000542563 | Robert Dowell | Application | Error | ProjectWise | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000542971 | Brad Loveless | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Metro C Help Desk | Karen Gross | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543195 | Fred Baney | PC/Laptop | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Metro C West Desktop Support | Shellie Ramsay | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543386 | Neil Petrick | PC/Laptop | Error | Novell Client for 32-bit Windows TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Help Desk | Brenda Treadway | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543396 | Fred Baney | None | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Metro C West Desktop Support | Mike Larsen | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543404 | Brian Goins | None | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Metro C West Desktop Support | Mike Larsen | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543479 | Ronald Hopkins | Application | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Metro C Help Desk | Karen Gross | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543487 | Margaret Gish | Network | Password | Novell Client for 32-bit Windows TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Metro C Help Desk | Karen Gross | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543600 | Wes Starkenburg | Application | Error | Internet Explorer | TIR Missed: No | 0.19 |
|---|---|---|---|---|---|
| Metro C West Desktop Support | Cody Flanders | Transportation | Low | Closed | TTR Missed: No | 0.77 |

| INC000000543854 | Alan Peterson | Application | Error | FATPOT | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Metro C West Desktop Support | Bill Hall | Transportation | Low | Closed | TTR Missed: No | 0.11 |

| INC000000543883 | Devon Tonks | None | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|
| Metro C Help Desk | Karen Gross | Transportation | Low | Closed | TTR Missed: No | 0.00 |

## Transportation

| INC000000543912 | Steve Kunzler | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Rural South Desktop Support | Doug Chaston | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543920 | Ileene Grundy | Application | Error | None | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544074 | Stan Burns | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Shane Squire | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544131 | John Thomas | Mobile Devices | Error | Novell GroupWise | | TIR Missed: No | 0.28 |
| | Application Services | Dustin Crump | Transportation | Low | Closed | TTR Missed: No | 2.32 |
| INC000000544257 | Chris Newman | Application | None | Novell GroupWise | | TIR Missed: No | 0.71 |
| | Metro C West Desktop Support | Shane Squire | Transportation | Low | Closed | TTR Missed: No | 0.71 |
| INC000000544275 | Jeffrey Walker | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| | Help Desk | Eileen Dubach | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544312 | Michael A Adams | PC/Laptop | Hardware | None | | TIR Missed: No | 0.13 |
| | Metro C West Desktop Support | Mike Larsen | Transportation | Low | Closed | TTR Missed: No | 0.69 |
| INC000000544502 | Dale Debenham | Network | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Diane Christensen | Transportation | Low | Closed | TTR Missed: No | 0.81 |
| INC000000544506 | Richard Sharp | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544557 | Paul Kikuchi | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Hal Wold | Transportation | Low | Closed | TTR Missed: No | 1.85 |
| INC000000544564 | Shelley Milligan | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: Yes | 7.21 |
| INC000000544570 | Susan Bramwell | Network | Password | Active Directory | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Closed | TTR Missed: No | 4.19 |
| INC000000544588 | Cindy Wright | Application | Error | None | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544591 | Greg Merrill | Network | Password | Active Directory | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Closed | TTR Missed: No | 3.97 |
| INC000000544687 | David Alger | Network | Password | Active Directory | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Closed | TTR Missed: No | 3.12 |
| INC000000544845 | Bill Grey | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: No | 5.71 |
| INC000000544889 | Dee Stephens | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: No | 5.23 |

## Transportation

| INC000000545128 | Thomas Hales | None | None | None | TIR Missed: No | 0.91 |
|---|---|---|---|---|---|---|
| | Metro C West Desktop Support | Shane Squire | Transportation | Low | Closed | TTR Missed: No | 0.91 |
| INC000000545191 | Wesley Erickson | Application | Error | None | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000545196 | George Peterson | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000545246 | Dale Debenham | None | None | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Mike Larsen | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000545384 | Rick Pro | None | None | None | TIR Missed: No | 0.43 |
| | Voice/Data/WAN Services | Spencer Blodgett | Transportation | Low | Closed | TTR Missed: No | 0.88 |
| INC000000545403 | Richard Crosland | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000545462 | Rodney Terry | Application | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Closed | TTR Missed: No | 1.72 |
| INC000000545465 | Rick Pro | Network | Password | Novell GroupWise 32-bit Windov | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Closed | TTR Missed: No | 1.88 |
| INC000000545469 | Rick Pro | Network | Incident | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Resolved | TTR Missed: No | 5.63 |
| INC000000545473 | Keith Oman | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Closed | TTR Missed: No | 1.57 |
| INC000000545513 | Talen Nielsen | Mobile Devices | Error | Novell GroupWise 32-bit Windov | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000545518 | Daryl Lewis | PC/Laptop | Hardware | Microsoft Windows 7 | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000545536 | Brad Freeze | Network | Password | Active Directory | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Resolved | TTR Missed: No | 0.75 |
| INC000000545670 | Kim Manwill | Application | Error | electronic Project Management | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000545850 | Brian D Quarnberg | Mobile Devices | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000545862 | Chet Johnson | Network | Incident | Cisco AnyConnect VPN Client | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000545865 | Jeff H Johnson | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |

**Transportation**

| Incident | Name | Type | Category | Item | TIR Missed | | Value |
|---|---|---|---|---|---|---|---|
| INC000000545935 | Cindy Wright | PC/Laptop | Hardware | None | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000545995 | Dale Debenham | None | None | None | TIR Missed: No | | 0.00 |
| | Metro C West Desktop Support | Mike Larsen | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546004 | Troy Richins | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | | 0.00 |
| | Metro C Help Desk | Diane Christensen | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546079 | Kim Toolson | None | None | None | TIR Missed: No | | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546106 | Tam Southwick | None | None | None | TIR Missed: No | | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546142 | Michelle Lewis | Telecom | Hardware | None | TIR Missed: No | | 0.09 |
| | Voice/Data/WAN Services | Greg Blessing | Transportation | Low | Closed | TTR Missed: No | 0.60 |
| INC000000546231 | Thad Pinkerton | PC/Laptop | Hardware | None | TIR Missed: No | | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546308 | Tab Davis | Network | Password | IManager | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546311 | Cindy Wright | PC/Laptop | Hardware | Microsoft Windows XP Professio | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546470 | Trent H Nielsen | Application | Error | Internet Explorer | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546588 | Josh Miller | Application | Password | PGP | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546682 | Ming Ming Jiang | None | None | None | TIR Missed: No | | 0.00 |
| | Metro C West Desktop Support | Shane Squire | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546689 | Graig Ogden | Application | Error | Microsoft Windows XP Professio | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546690 | Cindy Wright | Application | Error | Novell GroupWise | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546692 | Mike Davis | Application | Password | Utah Master Directory | TIR Missed: No | | 0.00 |
| | Help Desk | James Stearns | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546693 | Ivan Hartle | Application | Error | SAP Frontend | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546694 | Karen Julander | Application | Error | SAP Frontend | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| Transportation | | | | | | |

| INC000000546739 | Spencer Glazner | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Rural Central Desktop Support | Richard Packer | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546893 | Adam Lough | Application | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546897 | Rod Hess | Application | Error | electronic Project Management | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546905 | Dwaine Webber | PC/Laptop | Performance | Symantec AntiVirus | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546965 | Fred Priebe | Network | Password | Active Directory | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546971 | Janice Poole | Application | Error | Microsoft Windows XP Professic | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Transportation | Low | Closed | TTR Missed: No | 0.51 |
| INC000000547045 | Jerry Timmins | None | None | None | | TIR Missed: No | 0.02 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: No | 5.67 |
| INC000000547120 | Austin Tripp | Network | Incident | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547125 | Pat Lowe | Application | Reporting | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547128 | Richard Crosland | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547130 | Richard Allen | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547133 | Chad Hansen | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547135 | Dale Ashcraft | PC/Laptop | Password | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547137 | Aaron Pinkerton | Application | Error | Project Development Business { | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547139 | Adam Lough | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547298 | Becki Simmons | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: No | 1.47 |
| INC000000547361 | Graig Ogden | Application | Password | Utah Master Directory | | TIR Missed: No | 0.63 |
| | Help Desk | Vicky Marrelli | Transportation | Low | Closed | TTR Missed: No | 1.27 |

## Transportation

| INC000000547401 | Steve Park | Network | Password | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Transportation | | Low | Closed | TTR Missed: No | 0.26 |
| INC000000547473 | Joseph Eggleston | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Rodney Peterson | Transportation | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547475 | Jolene Sexton | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Rodney Peterson | Transportation | | Low | Closed | TTR Missed: No | |
| INC000000547510 | Wesley Brackenbury | None | None | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Mike Larsen | Transportation | | Low | Closed | TTR Missed: No | 1.05 |
| INC000000547697 | Jeremy Amar | Application | Password | Novell GroupWise | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Transportation | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547871 | Craig Hamilton | PC/Laptop | Error | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Transportation | | Low | Closed | TTR Missed: No | |
| INC000000547900 | Michael A Adams | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Diane Christensen | Transportation | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548037 | Richard C Clark | None | None | None | | TIR Missed: No | 0.00 |
| Network Operations | Cory Greenwell | Transportation | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548039 | Stu Wright | None | None | None | | TIR Missed: No | 0.00 |
| Network Operations | Jesse Fausett | Transportation | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548148 | Kristi Hayes | PC/Laptop | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Diane Christensen | Transportation | | Low | Closed | TTR Missed: Yes | 6.84 |
| INC000000548156 | Susan Steed | Network | Error | None | | TIR Missed: No | 0.77 |
| Rural North Desktop Support | Robert Stock | Transportation | | High | Closed | TTR Missed: No | 0.85 |
| INC000000548239 | Rebecca Parker | PC/Laptop | Performance | Microsoft Windows XP Professio | | TIR Missed: No | 0.02 |
| Metro C West Desktop Support | Shane Squire | Transportation | | Low | Closed | TTR Missed: No | 0.38 |
| INC000000548266 | Edward Layton | None | None | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Jeff Bench | Transportation | | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548268 | Janice Billeter | None | None | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Jeff Bench | Transportation | | Low | Closed | TTR Missed: No | 4.45 |
| INC000000548270 | Ryan Williams | None | None | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Jeff Bench | Transportation | | Low | Closed | TTR Missed: No | 4.45 |
| INC000000548273 | Bill Boyer | None | None | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Jeff Bench | Transportation | | Low | Closed | TTR Missed: No | 5.83 |
| INC000000548287 | Cheryll Benner | Application | None | Novell GroupWise 32-bit Windo | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Diane Christensen | Transportation | | Low | Closed | TTR Missed: Yes | 6.43 |

## Transportation

| INC000000548315 | David Burton | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Karen Gross | Transportation | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000548334 | David Burton | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Karen Gross | Transportation | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000548335 | Teri Newell | None | None | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | | TTR Missed: No | 5.06 |
| INC000000548422 | Randy Obray | Application | Error | Project Development Business | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000548425 | Pat McGann | Network | Error | Microsoft Windows XP Professic | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000548426 | Mike Randall | Network | Incident | None | | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000548454 | Marsha Chaston | Application | Error | Novell GroupWise 32-bit Windov | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000548482 | Sharla Allen | Telecom | Voice Mail | None | | TIR Missed: No | 0.05 |
| Voice Operations | Romanza Hamblin Sorensen | Transportation | Low | Closed | | TTR Missed: No | 0.33 |
| INC000000548497 | Dwaine Webber | Application | Password | Project Development Business | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Transportation | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000548511 | Darin Duersch | Application | Error | Novell GroupWise | | TIR Missed: Yes | 1.59 |
| Metro C Help Desk | Diane Christensen | Transportation | Low | Resolved | | TTR Missed: No | 1.59 |
| INC000000548537 | Teri Peterson | Network | Incident | None | | TIR Missed: No | 0.24 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | | TTR Missed: No | 0.24 |
| INC000000548551 | Cameron Kergaye | Telecom | Dial Tone | Telephone | | TIR Missed: No | 0.23 |
| Voice Operations | Gail Christiansen | Transportation | Low | Closed | | TTR Missed: No | 0.23 |
| INC000000548637 | James Baird | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Diane Christensen | Transportation | Low | Closed | | TTR Missed: No | 0.35 |
| INC000000548702 | Jami Gentry | Telecom | Conference | None | | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000548721 | Tracey Mulder | Application | None | Kofax ImageControls | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Karen Gross | Transportation | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000548784 | Teri Peterson | Network | Incident | IManager | | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000548786 | Cameron Gay | Network | Incident | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | | TTR Missed: No | 0.00 |

## Transportation

| INC000000548851 | Brian Nielsen | Network | Password | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | | Doug Chaston | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548855 | Kerry Glover | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.00 |
| Rural South Desktop Support | | Doug Chaston | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548981 | Brent Hipwell | PC/Laptop | Error | Symantec AntiVirus | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Robert Stock | Transportation | Low | Resolved | TTR Missed: No | |
| INC000000549006 | Rick Preslar | PC/Laptop | Error | Microsoft Windows XP Professic | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Robert Stock | Transportation | Low | Resolved | TTR Missed: No | |
| INC000000549016 | Brad Freeze | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Robert Stock | Transportation | Low | Resolved | TTR Missed: No | |
| INC000000549025 | Chris Hall | Application | Error | electronic Project Management | | TIR Missed: No | 0.00 |
| Rural South Desktop Support | | Joel Finlinson | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000549059 | Carma Savage | Telecom | Hardware | Telephone | | TIR Missed: No | 0.11 |
| Voice Operations | | Romanza Hamblin Sorensen | Transportation | Low | Resolved | TTR Missed: No | 1.28 |
| INC000000549088 | Dwaine Webber | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Richard Packer | Transportation | Low | Closed | TTR Missed: No | |
| INC000000549128 | Kristi Urry | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Karen Gross | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000549303 | Darren Vincent | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Jeremy Standifird | Transportation | Low | Closed | TTR Missed: No | 0.74 |
| INC000000549465 | Kerry Bytheway | Application | Error | Adobe Flash | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Karen Gross | Transportation | Low | Closed | TTR Missed: No | 0.00 |
| INC000000549611 | Scott A Hayes | None | None | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Jeff Bench | Transportation | Low | Resolved | TTR Missed: Yes | 6.64 |
| INC000000549635 | Lance Brinkerhoff | Application | Password | Utah Master Directory | | TIR Missed: Yes | 1.02 |
| Metro C Help Desk | | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 3.44 |
| INC000000549641 | Devin Routson | Telecom | CrossTalk/Noise/Static | Telephone | | TIR Missed: No | 0.30 |
| Voice Operations | | Romanza Hamblin Sorensen | Transportation | Low | Resolved | TTR Missed: No | 0.91 |
| INC000000549858 | William Hansen | Application | Password | Utah Master Directory | | TIR Missed: No | 0.14 |
| Help Desk | | James Stearns | Transportation | Low | Resolved | TTR Missed: No | 0.14 |
| INC000000549917 | Tim Taylor | PC/Laptop | Error | Microsoft Windows XP Professic | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549931 | Nathan Merrill | Application | Error | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| Rural South Desktop Support | | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

## Transportation

| Incident | Requester | Category 1 | Category 2 | Product | Team / Assignee | Function | Priority | Status | TIR Missed | TTR Missed | Value 1 | Value 2 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| INC000000549934 | Kevin Marshall | None | None | None | | | | | No | | 0.00 | |
| | Rural South Desktop Support | Joel Finlinson | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000550215 | Clint Chaston | None | None | None | | | | | No | | 0.00 | |
| | Rural South Desktop Support | Doug Thornton | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000550246 | Chad Sheppick | PC/Laptop | Error | None | | | | | No | | 0.00 | |
| | Metro C Help Desk | Diane Christensen | Transportation | | | | Low | Resolved | | No | | 0.40 |
| INC000000550275 | Joseph Eggleston | PC/Laptop | Error | None | | | | | Yes | | 1.97 | |
| | Rural North Desktop Support | Rodney Peterson | Transportation | | | | Low | Resolved | | No | | 1.98 |
| INC000000550380 | Jeff H Johnson | PC/Laptop | Performance | None | | | | | No | | 0.00 | |
| | Rural South Desktop Support | Doug Chaston | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000550383 | Jeff H Johnson | Network | Virus | None | | | | | No | | 0.00 | |
| | Rural South Desktop Support | Doug Chaston | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000550390 | Shayne Ramsay | Network | Password | None | | | | | No | | 0.00 | |
| | Rural South Desktop Support | Doug Chaston | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000550396 | Kevin Marshall | Application | Error | Project Development Business S | | | | | No | | 0.00 | |
| | Rural South Desktop Support | Joel Finlinson | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000550428 | Kristi Barney | PC/Laptop | Error | Novell Client for 32-bit Windows | | | | | No | | 0.00 | |
| | Metro C Help Desk | Karen Gross | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000550474 | Devin Routson | Telecom | Dial Tone | None | | | | | No | | 0.26 | |
| | Voice Operations | Romanza Hamblin Sorensen | Transportation | | | | Low | Resolved | | Yes | | 6.83 |
| INC000000550659 | Teri Peterson | Application | Error | ZENworks for Desktops | | | | | No | | 0.00 | |
| | Rural South Desktop Support | Doug Chaston | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000550690 | Alan Peterson | PC/Laptop | Hardware | None | | | | | No | | 0.00 | |
| | Metro C West Desktop Support | Shellie Ramsay | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000550730 | David Burton | Application | None | Novell GroupWise | | | | | No | | 0.08 | |
| | Application Services | Martin Gonzalez | Transportation | | | | Medium | Resolved | | No | | 3.51 |
| INC000000550815 | Fred Talker | Network | Incident | None | | | | | No | | 0.00 | |
| | Rural South Desktop Support | Joel Finlinson | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000550821 | Rhett Arnell | Application | Error | electronic Project Management | | | | | No | | 0.00 | |
| | Rural South Desktop Support | Joel Finlinson | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000550891 | Kevin Marshall | Print/Copy/Scan/Fax | Error Code | Microsoft Windows 7 | | | | | No | | 0.00 | |
| | Rural South Desktop Support | Joel Finlinson | Transportation | | | | Low | Resolved | | No | | 0.00 |
| INC000000551148 | Susan Jensen | PC/Laptop | Error | Microsoft Windows XP Professio | | | | | No | | 0.00 | |
| | Rural South Desktop Support | Joel Finlinson | Transportation | | | | Low | Resolved | | No | | 0.00 |

| Transportation | | | | | | | |
|---|---|---|---|---|---|---|---|
| INC000000551261 | Silvia Barbre | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551273 | Shana Young | Telecom | Call/Receive | None | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551277 | Fara Williams | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Diane Christensen | Transportation | Low | Resolved | TTR Missed: No | 1.47 |
| INC000000551351 | Elisa Albury | Application | Error | JavaPC | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551359 | Kamille Robertson | Application | Password | Utah Master Directory | | TIR Missed: No | 0.06 |
| | Help Desk | Julie VanBeekum | Transportation | Low | Resolved | TTR Missed: No | 0.22 |
| INC000000551366 | Wes Starkenburg | Application | None | Microsoft Word | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551592 | Tumau Laulu | PC/Laptop | Performance | Microsoft Windows 7 | | TIR Missed: No | 0.01 |
| | Metro C West Desktop Support | Shane Squire | Transportation | Low | Resolved | TTR Missed: No | 1.63 |
| INC000000551620 | Loren Shane Safford | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Resolved | TTR Missed: Yes | 6.80 |
| INC000000551626 | Daniel Allred | Application | Error | Project Development Business S | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551644 | David Black | Application | Error | Project Development Business S | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551769 | Connie Simms | Application | Error | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551772 | Chris Hall | Application | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551774 | Lance Mooney | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551849 | Layne Slack | Mobile Devices | Error | None | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551957 | Clancy Black | PC/Laptop | Hardware | None | | TIR Missed: No | 0.13 |
| | Metro C West Desktop Support | Hal Wold | Transportation | Low | Resolved | TTR Missed: No | 0.62 |
| INC000000551983 | Shana Young | Application | Error | Quicken | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552033 | Chet Johnson | Mobile Devices | None | Droid | | TIR Missed: No | 0.31 |
| | Application Services | Dustin Crump | Transportation | Low | Resolved | TTR Missed: No | 0.49 |

## Transportation

| Incident | Customer | Category | Type | CI | TIR Missed | Value |
|---|---|---|---|---|---|---|
| INC000000552050 | Gary Grant | Network | Incident | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552051 | Eyvonne Fawcett | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552095 | Scott T Jensen | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552185 | Devin Routson | Telecom | None | None | TIR Missed: No | 0.76 |
| | Voice Operations | Romanza Hamblin Sorensen | Transportation | Low | Resolved | TTR Missed: No | 0.76 |
| INC000000552203 | Tyson Larson | PC/Laptop | Performance | Microsoft Windows XP Professional | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Transportation | Low | Resolved | TTR Missed: No | |
| INC000000552273 | Connie Simms | Application | Error | Novell ConsoleOne | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552278 | Jayson Cluff | Network | Password | Utah Master Directory | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552286 | Jeffery Miller | PC/Laptop | Hardware | None | TIR Missed: No | 0.09 |
| | Metro C West Desktop Support | Shellie Ramsay | Transportation | Low | Resolved | TTR Missed: No | 4.25 |
| INC000000552314 | Edward Layton | None | None | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Resolved | TTR Missed: No | 4.65 |
| INC000000552323 | Steve Poulsen | None | None | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Resolved | TTR Missed: No | 4.56 |
| INC000000552325 | Lisa Napier | None | None | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Resolved | TTR Missed: Yes | 7.56 |
| INC000000552382 | Penni Taylor | Application | Error | Active Directory | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552407 | Susan Jensen | Application | Error | Microsoft Windows XP Professional | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552489 | Tristan Pedersen | Application | None | None | TIR Missed: No | 0.12 |
| | Metro C West Desktop Support | Shellie Ramsay | Transportation | Low | Resolved | TTR Missed: No | 0.57 |
| INC000000552604 | Kelly Hall | Application | Error | MicroStation | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552620 | Teresa Johnson | None | None | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Mike Larsen | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552628 | James Chandler | Network | None | None | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Lance Nay | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

**Transportation**

| Incident | Name | Category | Type | Product | TIR Missed | | Value |
|---|---|---|---|---|---|---|---|
| INC000000552630 | A J Rogers | Print/Copy/Scan/Fax | None | None | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Lance Nay | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552634 | Chet Johnson | Mobile Devices | Error | None | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552668 | Ron Wicks | Application | Error | ProjectWise | TIR Missed: No | | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552683 | Matthew Beck | None | None | None | TIR Missed: No | | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552719 | Chris Siavrakas | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | | 0.00 |
| | Metro C West Desktop Support | Shellie Ramsay | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552759 | Kathy Vansickle | Application | None | Microsoft Office 2003 Profession | TIR Missed: No | | 0.00 |
| | Metro C Help Desk | Diane Christensen | Transportation | Low | Resolved | TTR Missed: No | 0.02 |
| INC000000552771 | Cindy Manchego | PC/Laptop | Hardware | None | TIR Missed: No | | 0.13 |
| | Metro C West Desktop Support | Shane Squire | Transportation | Low | Resolved | TTR Missed: No | 0.91 |
| INC000000552778 | Daryl Christensen | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552784 | Chad Sneddon | None | None | None | TIR Missed: No | | 0.04 |
| | Rural South Desktop Support | Scott Jesienouski | Transportation | Low | Resolved | TTR Missed: No | 0.04 |
| INC000000552951 | Chet Johnson | Network | Error | None | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552994 | Dirk Parker | Server | Error | None | TIR Missed: No | | 0.84 |
| | Metro C Hosting | Jason Wihongi | Transportation | Low | Resolved | TTR Missed: No | 0.84 |
| INC000000553067 | Cheryll Benner | Application | Error | Novell GroupWise | TIR Missed: No | | 0.21 |
| | Application Services | Martin Gonzalez | Transportation | Medium | Resolved | TTR Missed: No | 0.62 |
| INC000000553082 | Daniel Hsiao | Application | None | Microsoft Word | TIR Missed: No | | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553194 | Linda Barrow | None | None | None | TIR Missed: No | | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553300 | Glen Cole | Network | Password | Project Development Business | TIR Missed: No | | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553325 | Tracy Kirkham | Print/Copy/Scan/Fax | Incident | Microsoft Windows 7 | TIR Missed: No | | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553359 | David Krommenhoek | Application | None | None | TIR Missed: No | | 0.00 |
| | Metro C West Desktop Support | Shellie Ramsay | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

## Transportation

| INC000000553415 | Tracy Kirkham | Application | Error | PGP | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553422 | Clayton Wilson | Application | Error | electronic Project Management | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553425 | Adam Anderson | Application | None | Microsoft Word | TIR Missed: No | 0.00 |
| Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553428 | Clayton Wilson | Application | Password | Project Development Business ‹ | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553431 | Ken Ballantyne | Application | Error | Project Development Business ‹ | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553440 | Deborah Pilling | Application | Error | Novell GroupWise 32-bit Windov | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553474 | Kirk Thornock | Application | Error | ScanMan | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553566 | Lee Simmons | None | None | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Mike Larsen | Transportation | Low | Resolved | TTR Missed: No | 5.76 |
| INC000000553571 | Teresa Johnson | None | None | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Mike Larsen | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553574 | Loren Shane Safford | None | None | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Mike Larsen | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553575 | Jan Johnson | None | None | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Mike Larsen | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553766 | Stan Burns | Application | None | Microsoft Windows XP Professic | TIR Missed: No | 0.00 |
| Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000553909 | Nathan McCall | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554270 | Daniel Hsiao | Application | None | Cisco AnyConnect VPN Client | TIR Missed: No | 0.00 |
| Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554280 | Roger Dransfield | Application | None | Adobe Reader | TIR Missed: No | 0.00 |
| Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554329 | Ruth Butler | Telecom | None | None | TIR Missed: No | 0.00 |
| Voice Operations | Romanza Hamblin Sorensen | Transportation | Low | Resolved | TTR Missed: No | 1.52 |
| INC000000554402 | Jan Johnson | None | None | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Jeff Bench | Transportation | Low | Resolved | TTR Missed: No | 4.70 |

**Transportation**

| INC000000554405 | Bill Boyer | None | None | None | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C West Desktop Support | Jeff Bench | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554442 | Ruth Butler | Application | Reporting | Novell GroupWise | TIR Missed: No | 0.10 |
| Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.16 |
| INC000000554447 | Rick Campagna | Application | None | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Transportation | Low | Resolved | TTR Missed: No | |
| INC000000554504 | Michelle Lewis | Telecom | Voice Mail | None | TIR Missed: No | 0.78 |
| Voice Operations | Romanza Hamblin Sorensen | Transportation | Low | Resolved | TTR Missed: No | 2.30 |
| INC000000554591 | Wade Laycock | Mobile Devices | Error | Droid | TIR Missed: No | 0.20 |
| Metro C West Desktop Support | Shane Squire | Transportation | Low | Resolved | TTR Missed: No | 2.48 |
| INC000000554627 | Juan Lovato | Application | Error | None | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Doug Chaston | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554664 | Brent Wallwork | Application | Error | Adobe Reader | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Transportation | Low | Resolved | TTR Missed: No | 0.16 |
| INC000000554700 | Kurtis Park | Network | Performance | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Transportation | Low | Resolved | TTR Missed: No | 0.73 |
| INC000000554708 | Daniel Avila | None | None | None | TIR Missed: No | 0.21 |
| Help Desk | Vicky Marrelli | Transportation | Low | Resolved | TTR Missed: No | 0.24 |
| INC000000554799 | Bret Sorenson | Application | Error | Citrix ICA Client | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554851 | Ken Ballantyne | Application | Error | Project Development Business § | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554892 | Amanda Holm | Application | Error | Novell Messenger | TIR Missed: No | 0.00 |
| Metro C Help Desk | Diane Christensen | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554911 | James Rico | Network | Error | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Diane Christensen | Transportation | Low | Resolved | TTR Missed: No | 0.44 |
| INC000000554947 | Clyde Fish | Application | Password | Utah Master Directory | TIR Missed: No | 0.16 |
| Help Desk | James Stearns | Transportation | Low | Resolved | TTR Missed: No | 0.16 |
| INC000000554984 | Leon Hadley | PC/Laptop | Hardware | None | TIR Missed: No | 0.14 |
| Metro C West Desktop Support | Shellie Ramsay | Transportation | Low | Resolved | TTR Missed: No | 0.83 |
| INC000000555090 | Bryan Blood | PC/Laptop | Performance | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555112 | Trina Griffith | None | None | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Jeff Bench | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

## Transportation

| INC000000555144 | Cindy Ingram | Application | Error | Internet Explorer | TIR Missed: | No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Resolved | TTR Missed: No | 2.11 |
| INC000000555152 | Toni Butterfield | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555174 | Kelly Andrew | Application | None | None | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Resolved | TTR Missed: No | 1.74 |
| INC000000555180 | Rumi Marsh | Network | Password | Active Directory | TIR Missed: | No | 0.00 |
| | Rural North Desktop Support | Robert Stock | Transportation | Low | Resolved | TTR Missed: No | 0.75 |
| INC000000555196 | Nicholas Jarrett | Application | Password | FATPOT | TIR Missed: | No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Transportation | Low | Resolved | TTR Missed: No | 3.35 |
| INC000000555244 | Dan Kuhn | Application | None | None | TIR Missed: | No | 0.14 |
| | Metro C West Desktop Support | Shane Squire | Transportation | Low | Resolved | TTR Missed: No | 1.71 |
| INC000000555249 | Glenn Schulte | Network | Performance | None | TIR Missed: | No | 0.50 |
| | Metro C Help Desk | Diane Christensen | Transportation | Low | Resolved | TTR Missed: No | 0.50 |
| INC000000555350 | Vincent Liu | Application | None | Microsoft Windows XP Professio | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555408 | Michael A Adams | Application | None | Novell GroupWise | TIR Missed: | No | 0.15 |
| | Application Services | Paul Lundell | Transportation | Low | Resolved | TTR Missed: No | 0.48 |
| INC000000555439 | David Hopkins | PC/Laptop | Error | Active Directory | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555450 | Bryan Westover | Server | Error | None | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Transportation | Low | Resolved | TTR Missed: No | 0.32 |
| INC000000555474 | Ivan Hartle | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C West Desktop Support | Cody Flanders | Transportation | Low | Resolved | TTR Missed: No | 0.81 |
| INC000000555476 | Muriel Xochimitl | Application | None | Novell GroupWise | TIR Missed: | No | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555477 | Richard Shelley | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C West Desktop Support | Jeff Bench | Transportation | Low | Resolved | TTR Missed: No | 0.73 |
| INC000000555480 | Clayton Wilson | Application | Error | Mozilla Firefox | TIR Missed: | No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555522 | Russ Tangren | Application | Error | Microsoft Windows 7 | TIR Missed: | No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Transportation | Low | Resolved | TTR Missed: No | 0.00 |